

<b>Technical Instruction</b>  Office of Logistics Management	Title:  <b>Technical Instruction for Processing Mail &amp; Packages</b>		Approved: <i>(Original Signed by T.J. Jackson)</i>  Peer Reviewed: <i>(Original Signed by Tim Marcus)</i>
	No:  <b>TI-OLM-002</b>	Rev.:  <b>1</b>	Date:  <b>January 12, 2009</b>

## 1.0 Purpose

The purpose is to specify the actions to be taken when mail of any sort comes into the EMCBC-Chiquita Center for processing.

## 2.0 Applicability

This instruction is applicable to the mailroom clerk and any Administrative personnel who will be opening the mail.

## 3.0 References:

- 3.1. IP-410-01, EMCBC Controlled Correspondence and Commitment Tracking System (CCTS)
- 3.2. IP-410-02, Creation, Review, and Distribution of Outgoing Correspondence
- 3.3. IP-243-03, Identifying, Filing, and Maintaining Records
- 3.4. IP-540-02, Receipt and Handling of Offer Proposals
- 3.5. DOE G 573.1-1, Mail Services User's Guide
- 3.6. 41 CFR, Parts 102-192, Federal Mail Management

## 4.0 Technical Instruction:

### 4.1 Classified Mail

The EMCBC is not approved to receive classified mail. If any such mail is delivered, immediately inform a Security Specialist and/or the Mail Services Supervisor.

### 4.2 Incoming Correspondence

All incoming mail shall be processed in the mail room.

- 4.2.1 The EMCBC Mailroom Clerk and or Administrative personnel shall receive and handle ***SPECIFIC*** incoming correspondence as follows:

All incoming **controlled** correspondence received via facsimile, U.S. Postal, Federal Express, Airborne etc, and addressed to the Legal, Civil Rights and Diversity, Security Specialists or Human Resource Departments, or marked as "Personal", "Personnel", "Confidential", "Administrative Confidential", "Source Selection," or "Sensitive" **WILL NOT BE OPENED** by mailroom personnel, reference IP-243-03, Identifying, Filing and Maintaining Records, (Ref. 3.3).

Mail processing personnel shall utilize the EMCBC Organizational Chart posted at [www.emcbc.doe.gov](http://www.emcbc.doe.gov) webpage, and the EMCBC Services phone directory to determine proper organizational affiliations and personnel office locations.

For Source Selection mail, the Mailroom Clerk will date stamp the outside of the envelope, contact the addressee **within one hour** per IP-540-02, Receipt and Handling of Offer Proposals, (Ref: 3.4). It is then that department's responsibility to log the incoming correspondence into CCTS.

For mail received for Contracting, if attachment documents contain contract specific documents, scan only the letter, and not the attachments.

4.2.2 For all other controlled correspondence, the Mailroom Clerk and/or department Administrative personnel shall date stamp and log the correspondence into CCTS, per IP-410-01, EMCBC Controlled Correspondence and Commitment Tracking System (Ref. 3.1).

4.2.2.1 Other mail, such as vendor invoices, purchase orders or signature pages, and other general correspondence, will be date stamped, but not scanned/entered into CCTS. In addition, other non-first class mail, such as newsletters and other periodicals, will not be logged nor scanned.

4.2.2.2 Distribute the original correspondence to the addressee.

4.2.2.2.1 Any express mail shall be hand delivered to addressee within one hour of receipt and processing. Upon the absence of the addressee, the express mail shall be delivered to the addressee's department Secretary or other Administrative personnel acting in a similar capacity.

4.2.2.2.2 All other mail shall be hand delivered to department Administrative personnel once a day.

Note: Any correspondence addressed to the Contracts Department will include the envelope.

### 4.3 Incoming E-Mail Correspondence

Any **non-sensitive** incoming mail from EM-HQ will now be arriving at EMCBC electronically to an electronic mailbox, [correspondence@emcbc.doe.gov](mailto:correspondence@emcbc.doe.gov). Although all Assistant Directors and department Secretaries will have access rights to this mailbox, the receipt and distribution of any mail received will be handled by the mailroom, just as hard copy mail is presently handled. **Do not remove, transfer or delete** any mail that is received by this mailbox. Any sensitive correspondence from EM-HQ should not be sent via the electronic mailbox, but is expected to be sent via hard copy mail.

4.3.1 The mailroom clerk will print the received electronic document for distribution to addressee/copyee and will process according to 4.3.2.2.

#### 4.4 Suspicious Mail and Packages

If you believe you have received a suspicious piece of mail or packages, proceed with the following instructions appropriate to the situation. Review the “Suspicious Mail or Packages” flyer, Attachment B.

##### 4.4.1 Suspicious Article – Powder

If possible, place the article in a plastic bag, i.e. a shredder bag. Otherwise cover the article and any powder that may have leaked out of the article with paper, clothing, garbage can, box, etc. **Do not shake the article, or further open it prior to placing it in a bag or covering it up. Do not try to clean up any spill.**

Leave the room and have everyone else leave the room.

Close the door behind you and place a sign on the door not to open.

Wash your hands thoroughly with soap and water.

Contact the nearest Floor Warden, either in person or by phone.

Contact any one of the following three individuals to assist with emergency procedures:

- Pat Vent, Security – 6-0605
- Greg Campbell, Emergency Management – 6-0591
- Tim Marcus, Emergency Management – 6-0477

If the powder or other contaminant got on your clothes or body, remove and bag or otherwise containerize any heavily contaminated items of clothing. Provide the bagged/containerized clothing to emergency response personnel for their analysis and disposal. Isolate yourself from other personnel and avoid moving around the office to minimize the spread of potential contamination.

Make a list of people who were in the room or were otherwise exposed to the contaminant when the suspicious article was found.

Await arrival of emergency response personnel, unless instructed that such response is not anticipated.

##### 4.4.2 Suspicious Article – Explosive Device

Gently put the item down, and do not handle it thereafter. **Do not use your cell phone or any other phone or fax machine in the room.**

Leave the room, and have any other persons present immediately leave the room.

Close the door behind you and place a sign on the door not to open.

Contact the nearest Floor Warden, either in person or by phone.

Contact any one of the following three individuals:

- Pat Vent, Security – 6-0605
- Greg Campbell, Emergency Management – 6-0591
- Tim Marcus, Emergency Management – 6-0477

Make a written description of the suspicious item, capturing as many details as you can recall, including: size, shape, addressee, return address, postage markings, color, odor, sounds emanating from the item, protruding materials, unusual wrappings or markings, and any other features that caused you to consider the item suspicious.

Await arrival of emergency response personnel, unless instructed that such response is not anticipated. Provide your written description of the item to emergency response personnel.

#### 4.5 Outgoing Mail

- 4.5.1 Outgoing mail shall be processed at least once per day, at approximately 3:30pm.
- 4.5.2 Process all outgoing mail as First Class Mail via United States Postal Service, unless otherwise directed. Follow manufacturer instructions for use of the postage meter.
- 4.5.3 Utilize overnight/express delivery only as directed, and suggest the least costly method of shipment to individuals.
- 4.5.4 Posted business mail, express mail and personal mail collected in the Mail Room shall be delivered to the Chiquita Mail Room in the lobby at the end of each business day.
- 4.5.5 Monitor postage meter available funds, and inform the Mail Services Supervisor if the funding drops below \$300.

#### 4.6 Personal Mail

Federal Property Management Regulations prohibit the processing of personal mail and packages of any kind. Personal mail may include but is not limited to, catalogs, brochures, merchandise, cards, invoices and bills, financial statements, earnings and leave statements, letters from non-work-related organizations, retirement announcements, and complaints/grievances not related to DOE business. Inevitably, such material may be sent to EMCBC on an infrequent basis; however, if this becomes frequent for any particular employee, contact the Mail Services Supervisor for resolution.

As a courtesy to employees, outgoing personal mail, sealed and containing valid postage, may be placed in the “outgoing mail” bin in the mail room and shall be taken to the Chiquita mail room at the end of each work day.

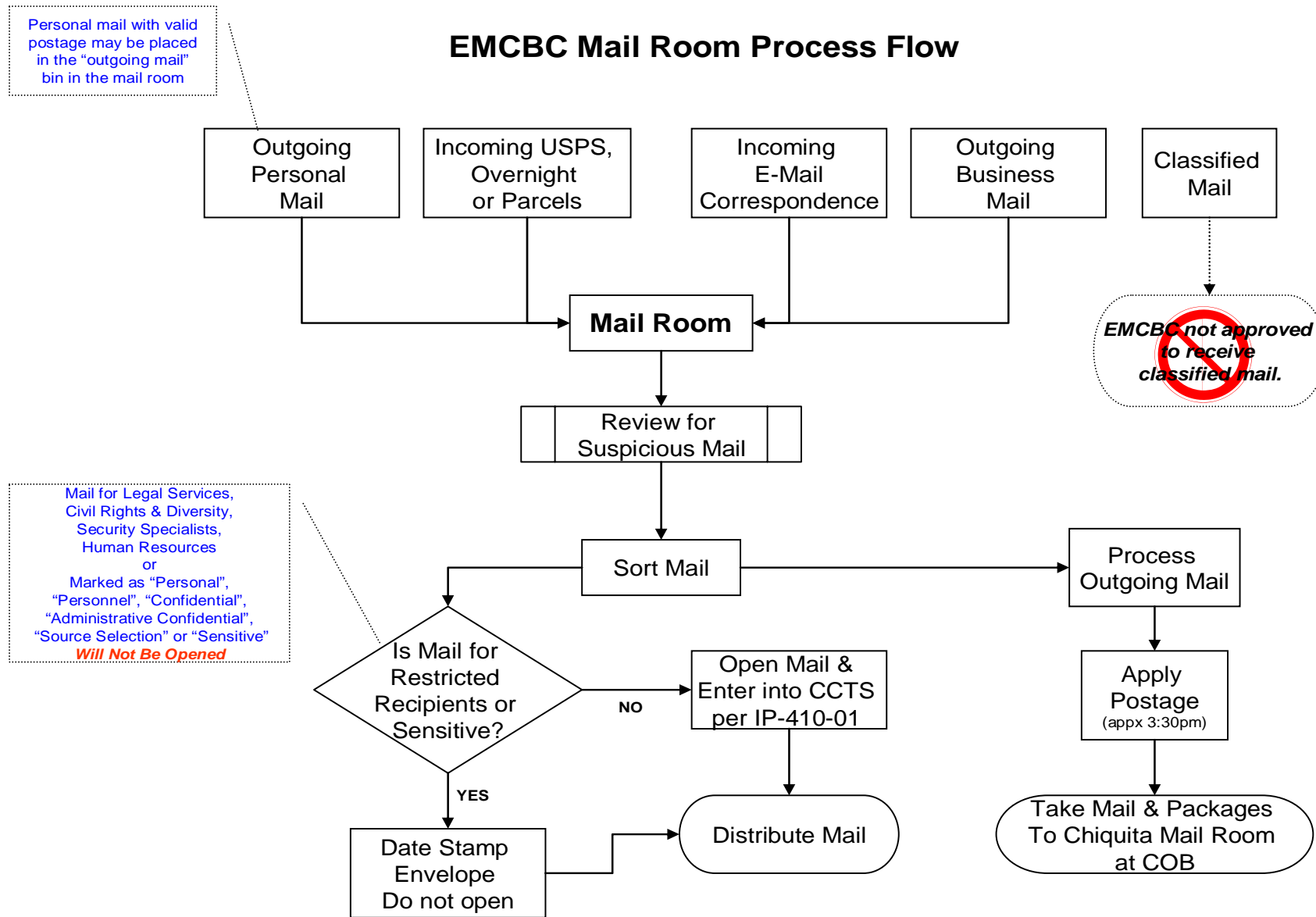
All mail addressed to a DOE facility becomes the property of DOE once received and can be opened if required.

## 5.0 **Records:**

Records that are generated as a result of this technical instruction are maintained by the Office of Logistics and maintained according to IP-243-03, Identifying, Filing, and Maintaining Records (Ref. 3.3).

Incoming and outgoing correspondence processed through the Mail Room shall be maintained by the organization to which the correspondence applies.

# 6.0 Flowchart:



**7.0 Attachments:**

- 6.1 Attachment A, Sensitive Document Template
- 6.2 Attachment B, Suspicious Mail or Packages Flyer

**SAMPLE SENSITIVE DOCUMENT TEMPLATE**

**THIS DOCUMENT IS SENSITIVE AND WAS  
NOT SCANNED IN.**

**SEE THE RESPONSIBLE DEPARTMENT IF  
A COPY IS NEEDED.**

**THANK YOU!!!**



# SUSPICIOUS MAIL OR PACKAGES

## Protect yourself, your business, and your mailroom.

**If you receive a suspicious letter or package:**






- Stop. Don't handle.
- Isolate it immediately.
- Don't open, smell, or taste.
- Activate your emergency plan. Notify a supervisor.

**Warning signs on the letter and package:**

- Restrictive markings.
- No return address.
- Sealed with tape.
- Misspelled words. Badly typed or written.
- Unknown powder or suspicious substance.
- Possibly mailed from a foreign country. Excessive postage.
- Protruding wires.
- Lopsided or uneven.
- Rigid or bulky.
- Incorrect title or addressed to title only.
- Strange odor.
- Excessive tape.
- Oily stains, discolorations, crystallization on wrapper.

**If you suspect the mail or package contains a bomb (explosive), or radiological, biological, or chemical threat:**

- Isolate area immediately
- Call 911
- Wash your hands with soap and water

To order this poster, call 1-800-382-0317.

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